

# *Governor's Award*

for Quality and Productivity

## *Categories Include:*

Customer Service,  
Efficiency and Process Improvement,  
Innovation



A handwritten signature in black ink, appearing to read "Matt L. Pawa".

Governor of Missouri

Coordinated By:  
Office of Administration  
Division of Personnel



## **Program Description**

The Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency/process improvement, and innovation in Missouri State Government. Teams employed by the State of Missouri who successfully complete a project with another section, division, department, agency, or community organization are eligible to submit a nomination.

Nominations must provide documentation that may include but is not limited to, background information, procedures, and measurable impact of the project nominated. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

## **The GAQP through the Years**

The GAQP was originally established in 1988. At that time, nominations could be submitted for a project that was completed and received department/agency approval. The nominations were reviewed by a Selection Committee based on a set of criteria. Award winners were identified, and sometimes multiple winners were awarded in one criteria area. Improvements continued to be made to the GAQP over the years. In 2001, the use of specific award categories was introduced.

The most recent enhancement to the GAQP program was implementing the Pinnacle Award in 2010. The Pinnacle Award is not available for nomination. It is only used (recommended) by the Selection Committee if, in their opinion, the nomination encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award or exceeds all other nominations.

Today the GAQP may recognize winning teams in three categories: **Customer Service, Efficiency/ Process Improvement, and Innovation** to serve as a model of efficiency, quality, and effectiveness for other Missouri State Government work teams to follow.

In 2022, eleven nominations were received for consideration representing eight state agencies. Today, we recognize and congratulate winning team members in two categories.

# SCHEDULE OF EVENTS

## WELCOME & INTRODUCTION

### EMCEE

***Rebecca Moyers***

*Director of Operational Excellence,  
Office of Administration*

## KEYNOTE SPEAKER

***Mike Kehoe***

*Lieutenant Governor*

## AWARD PRESENTATIONS TO WINNING TEAMS

***Mike Kehoe***

*Lieutenant Governor*

## PROJECT AWARDS

### Efficiency/Process Improvement

**Central Consult Unit**

**Call Center**

Department of Social Services  
Children's Division

### Innovation

**Project Hep Cure**

Department of Social Services

Department of Health and Senior Services

Department of Corrections

## **EFFICIENCY AND PROCESS IMPROVEMENT**

### **Central Consult Unit Call Center**

*Department of Social Services*

#### **Team Members:**

Joanna Beckett	Anita Benson	Bill Bott	Crystal Cravens-Purl
Amy Gaudette	Kailey Grant	Elaina Harp	Kaitlin Knoeck
Whitney Long	Sharon Manly	Natalie Marino	Tessa McCormack
Kaleena Patrick	Cari Pointer	Pam Smith	Julie Starr
Shamita Straub	Amity Waldron	Kara Wilcox	Scott Woerner

**The Challenge:** To effectively respond to the high volume of calls to the Children's Division child abuse/neglect hotline.

**The Goal:** The primary goal of the Central Consult Unit is to provide access to a seasoned Children's Services Specialist as soon as children are assessed to be safe and it is determined that the family does not need any further intervention from the agency. This will help in assuring that every child receives a case staffing. Another goal of this project is to provide more timely resolution to families and allow the frontline investigator to focus more on cases in which the children are assessed as W1safe. Through the Central Consult model, we hope to increase the capacity of the frontline by taking nearly 55,000 cases off local supervisors so they can focus on staff development, higher-risk families, and children entering foster care. A standardized case consultation model will assist in achieving consistency in practice and decision-making statewide.

**Project Implemented:** A team was formed to map out the process of responding to child abuse/neglect reports. The primary goal was to align elapsed time (where reports sit with no work being done) with the time spent doing the actual work with the goal of building capacity. Numerous bottlenecks were identified in the mapping process that cause delays in final decision-making; inconsistent batches, where work sat idle for days; and inconsistent documentation. The team focused on mitigating identified barriers to building capacity.

**Results:** Since implementing the Central Consult Unit Call Center, nearly all regions of the state have seen a significant reduction in open reports, which results in 3,355 fewer reports across these regions. This result equates to 3,355 families not waiting for a resolution to their involvement with the agency.

At the onset of this initiative, 109 frontline investigators carried more than 30 open reports. As of 8/11/22, 64 frontline investigators carried more than 30 reports. Most impressively, 372 team members are now carrying under 16 active reports. These totals positively affect frontline investigators who feel some much-needed relief. They can focus on thoroughly investigating allegations of abuse or neglect to ensure appropriate and consistent decisions are made in the outcome of safe cases. When frontline investigators cannot spend the time needed to fully investigate allegations of abuse and neglect, decisions are rushed and often inconsistent. This results in children being left in unsafe situations or removed from their families unnecessarily; perpetrators are not brought to justice or they are erroneously placed (or not placed) on the central registry; families do not receive the services they need to overcome challenges in parenting and protecting their children; and frontline investigators feel overwhelmed and frustrated, ultimately resulting in higher turnover rates and staffing shortages.

FOR MORE INFORMATION ABOUT THIS PROJECT AND TEAM  
PLEASE CONTACT: Sara Smith: [Sara.Smith@dss.mo.gov](mailto:Sara.Smith@dss.mo.gov)

**INNOVATION**  
**Project Hep Cure**  
*Department of Social Services*  
*Department of Health and Senior Services*  
*Department of Corrections*

**Team Members:**

Rhonda Anderson	Keri Ballew	Katie Belenchia	Chelsea Blair
Mike Bonetto	Justin Clutter	Heather Dolce	Ryan Gesch
Jennifer Hunter	Sandy Kapur	Cassis Lawrence	Tara McKinney
Joshua Moore	Mark Roaseau	Olivia Rush	Elizabeth Sissom
Lisa Smith	Zana Stephenson	Susan Stuard	Angela Wilson

**The Challenge:** To ensure access to a needed lifesaving cure, for Hepatitis C, in a financially sustainable manner.

**The Goal:** Project Hep Cure is to 100% eliminate hepatitis C in Missouri through three foundational goals:

1. Universal Screening & Testing for Hepatitis C: Hepatitis C is silent until it's too late; early detection and treatment decrease spread.
2. Removal of barriers to treatment of hepatitis C: Many prior authorization barriers restricted the number of Missourians that could receive the cure. By removing barriers, more patients will be cured, and this will decrease the spread of the disease.
3. Increased number of prescribers treating hepatitis C: Primary care providers can locally treat Hep C; however, many refer patients to out-of-town specialists resulting in multiple months of waiting that increases transportation barriers. By increasing the number of local primary care providers treating hepatitis C, more patients will be treated without long delays that increase complications.

**Project Implemented:** Educating the public about hepatitis C screening and treatment options.

- Informing providers about the new availability of affordable treatment options.
- Reducing social-economic barriers of hepatitis C cures for MO HealthNet participants.
- Being a cornerstone of Missouri's Department of Health & Senior Services Hepatitis C Elimination Plan that was completed in May 2022.
- Including all levels of partners, including the Missourians that will benefit the most.

**Results:** During the first 12 months of the Project Hep Cure, 1,134 MHD participants were cured of hepatitis C, an increase of 23% from the year prior, and utilization has continued to accelerate over the last six months. Progress can be monitored on the new Project Hep Cure dashboard at <https://dss.mo.gov/mhd/hepc/>. Project Hep Cure is a 3-year initiative and is anticipated to reduce medical costs in the future.

FOR MORE INFORMATION ABOUT THIS PROJECT AND TEAM  
PLEASE CONTACT: Josh Moore [Josh.Moore@dss.mo.gov](mailto:Josh.Moore@dss.mo.gov)



# GOVERNOR'S AWARD

## QUALITY AND PRODUCTIVITY

### NOMINATED TEAMS BY CATEGORY

#### CUSTOMER SERVICE

##### **Earthquake Protection Gap: Consumer Research Study** **Department of Commerce and Insurance**

###### *Team Members:*

Lori Croy, Jeff Czajkowski, Erin Fennewald, Brian Houston, Dane Hughes, Summer Wilson, Brent Kabler

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##### **Motor Vehicle and Driver License Division (MVDL)** **Electronic Notification** **Department of Revenue**

###### *Team Members:*

James Andris, Kelly Farris, Dustin Fortson, Mandy Hamburg, Crystal Carter, Jackie Bemboom, Tracye Harmon, Ryan Hoerschgen, Lexi Holt, Heather Holtmeyer, Dana O'Connell, Krista Shikles, Gina Wisch

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##### **U.S. Route 160 Widening – Willard to Springfield** **Department of Natural Transportation**

###### *Team Members:*

Vivianna Baban, Garth Barnes, Brandon Belt, Mike Bock, Jacob Capeder, Greg Chapman, Brian Dye, Angela Eden, Doug Fronick, Brad Gripka, Greg Hayden, Frank Miller, Regan Mitchell, Steve Prange, Stacy Reese, Don Saiko, Andrew Schlichting, Aaron Spratt, Eric Turner, Matt Willard

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##### **Customer Service Representatives (CRSs) on Demand** **Department of Revenue**

###### *Team Members:*

Mike Adams, Cheryl Bosch, Alicia Carpenter, Cindy Doss, Emily Duncan, Seth Golden, Ryan Grosvenor, Amanda Mormann, Chris Newland, Adrienne Phillips, Todd Rakow, Lynn Ratchford, Mary Jo Schwermer, Susan White

## **INNOVATION**

### **File Bound Workflow Development & Implementation Department of Conservation**

#### ***Team Members:***

Kimberly Barnett, Press Campbell, Derek Clithero, Kim Devine, Jessica Fick, Christian Finch, Amanda Graham, Renee Hunt, Ritchie Jenkins, Kylee Korte, Lisa Larivee, Todd Larivee, Samantha Mueller, Lisa Nichols, Brian Ridenhour, Tyce Stratman, Dee Thomas, Matt Wiseman, Breann Wolfe, Melinda Young

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### **Simple for Dead – Continuous for Live, Bridge Design Methodology Department of Transportation**

#### ***Team Members:***

Michele Atkinson, Amy Crawford, Jeff Gander, Keith Killen, Shannon Kusilek

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### **Screening Improvement Project (SIP) Department of Health and Senior Services**

#### ***Team Members:***

Meghan Andrews, Anthony Belenchia, Paula Fox, Melanie Gowdy, Maggie Grotfendt, Sandy Hentges, Valerie Howard, Aimee James, Emily Kalmer, Regan Krummen, Xarria Lewis, John Makowski, Katie Manga, Jane McElroy, Tiffani Muessig, Misty Phillips, Abbie Sanderson, Sarah Van Vickle-Chavez, Dr. Jean Wang, Stacey Williams

## **EFFICIENCY / PROCESS IMPROVEMENT**

### **Business Intelligence Solutions-Enterprise Data Warehouse (BIS-EDW) Dashboard Rollout Project Department of Social Services**

#### ***Team Members:***

Ryan Gesch, Muhammad Mahmood, Mary Ellen McCleary, Tisha McGowan, Josh Moore, Rudra Panday, Zana Stephenson

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### **I-49 Missouri-Arkansas Connector Department of Transportation**

#### ***Team Members:***

Jake Armstrong, Dawndy Baum, Chris Calandro, Greg Chapman, Tim Conklin, Josh Doerhoff, Bruce Green, Don Hillis, Daniel Hoyt, Karen Lane, Scott McKee, Marvin Morris, Charles Pursley, Dan Smith, Cameron Sooy, Craig Switzer

# Thank You

## GAQP Selection Committee Members

Michael Berendzen  
Sr. Staff Development Training Specialist  
Department of Revenue

Shartina Campbell  
Program Manager  
Department of Social Services

Karen Miller  
Organizational Performance Specialist  
Transportation Planning  
Department of Transportation

Mike O'Connell  
Communications Director  
Department of Public Safety

Colette Weckenborg  
Continuous Improvement and IT Administrator  
Department of Natural Resources

Alyssa Bish  
Director, Division of Personnel  
Office of Administration

Michelle Hallford  
Human Resource Manager  
Governor's Office

John Mosley  
Administration Deputy Director  
Division of Probation and Parole  
Department of Corrections

Wanda Seeney  
Public Relations Coordinator  
Office of Administration

Debra Walker  
Director of Public Affairs  
Department of Mental Health



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